

December 6, 2019

RE: Notification of Privacy Breach

Dear Aetna Member:

We recently identified a privacy breach involving your personal information. We are writing to let you know about it.

**What happened:**

On October 17, 2019 Aetna discovered that from September 18 – October 17, 2019 a bad actor gained unauthorized access to some Aetna Navigator accounts by correctly answering security questions and resetting the account owner's password. We have determined your Aetna Navigator online account was impacted.

**Types of information involved:**

The protected health information (PHI) that *may* have been viewed by the bad actor was your name, date of birth, clinical data, health care provider, facility name, dates of admission, and prescription information. Please note your Social Security Number (SSN) and credit card/banking information was not impacted.

**How Aetna responded:**

Once we became aware of this incident, we immediately initiated an investigation and locked your account and reset your password to prevent further unauthorized access. Aetna's IT team implemented a software change and noticed there is no additional activity from the IP address used by the bad actor.

Although we believe the bad actor's intention was to obtain credit card and banking information, for which they were not successful, we cannot be certain. Therefore, on November 26, 2019 Aetna determined this incident constituted a HIPAA breach of your protected health information (PHI). We also determined this incident does constitute a breach of your information under applicable state law.

**Protection of your information:**

Please review the attached Reference Guide to find steps you can take to help protect yourself from potential harm. At Aetna, the confidentiality of member information is of utmost importance to us. We take the privacy of member information very seriously and deeply regret that this incident occurred. If you have any questions, please call the number on the back of your ID card.



**Privacy Office  
151 Farmington Avenue, RC61  
Hartford, CT 06115**

Sincerely,  
Aetna